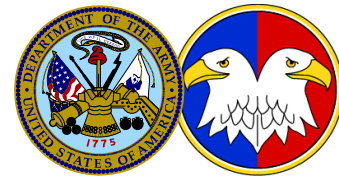




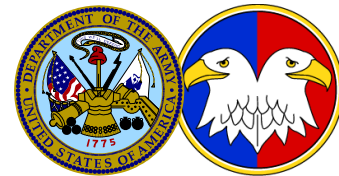
Family Readiness Education for Deployment Reinforcement Exercises A



- Scenario #1: "Hi, I'm SSG Marcely. My mother is really frail and hasn't been able to take care of her personal affairs and sometime personal hygiene care for a longtime. I have received my mob orders and need to make sure that there is someone to take care of her while I'm gone. Can the Family Readiness Group help?"



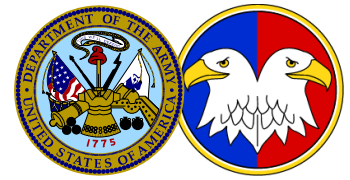
Family Readiness Education for Deployment Reinforcement Exercises A



- Scenario #2: "I am SO mad. My daughter had a legal situation before she was mobilized and now she is overseas. They just keep mailing her letters and now a policeman has come here looking for her. I told him that they had better stop because the Servicemembers Civil Relief Act (SCRA) law protects her and if they bothered us again, the JAG Officer would see them in court. Is that her rights?"



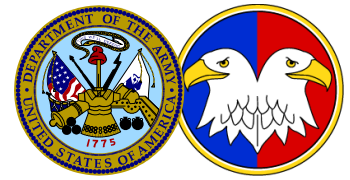
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- Scenario #3: "Hello, is this the Family Readiness Office? I sure hope you can help me. I did just what they told me to do at the Mobilization briefing. I told my credit card company they had to lower my interest rate to 6% and I have been watching my statements, but they are still charging me 12%. That guy at the briefing obviously didn't know what he was talking about! Will you call them for me?"



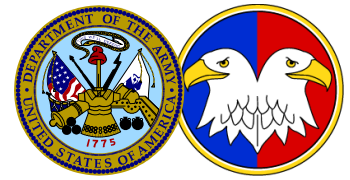
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- Scenario #4: "Hi this is Yvonne Jakes – remember me from the Mob briefing? I was the one crying the most, so that might be why I have so many questions. I probably wasn't listening. Anyway - I am trying to decide about TRICARE. Money is tight right now and I'm looking for the cheapest way to take care of our medical care. Which option would that be?"



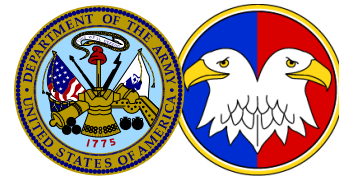
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- Scenario #5: "I have waited and waited for my TRICARE insurance card and it never came. It must have gotten lost in the mail. Do you know where I can get a duplicate?"



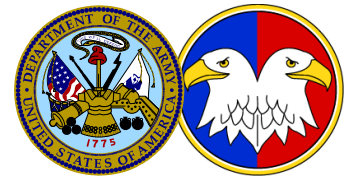
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- Scenario #6: "I am so sorry to bother you, I know you have a million other things to deal with that are probably much more important than this, but I just didn't know who else to call. My Soldier was mobilized and it all happened so quickly. I know this is our fault, but we had only a couple of days before he left. I hate to admit it, but I don't have my Military ID and neither do our kids. What should I do?"



Family Readiness Education for Deployment Reinforcement Exercises A



- Scenario #7: "Hey this is Bryan Luckey. I am SO excited. My wife, LT Luckey, has been in Iraq for almost a year and is going on R&R to Germany for a couple of weeks. Since I am a teacher and am out of school for the summer, I have the time to spend with her. Who do I contact so that I can use Space A travel. I know it might take a little while to get over there that way, but I have more time than money."